

**ATTACHMENT 1.2-B**

**MED-QUEST DIVISION**

**FUNCTIONAL STATEMENT**

**DIVISION ADMINISTRATION**

Under the direction of the Department Director, the Division Administration provides overall management of the plans, policies, regulations, and procedures of the Department's medical assistance program. Basic authority for the operations of the Division is vested in the Office of the Administrator which is responsible for organizing, directing, coordinating, evaluating, and maintaining an organization that will ensure accomplishment of the objectives of the Division.

1. Prescribes overall Division operational plans including organization of tasks relationships, priority setting, allocation of resources, formulation and implementation of Division policies and procedures. Ensures compliance with state and federal laws, regulations and policies of the Department.
2. Prescribes Division performance definitions, criteria and standards and evaluates performance of Division's branches and operating units.
3. Provides direction in development and implementation of employee training and staff development.
4. Develops the Division's operating budget and exercises fiscal control of all funds allocated to the Division.
5. Devises and effects changes through periodic reviews and studies of operational policies, procedures, work sites and organizational structures.
6. Provides channel of coordination and communication within Division organization and resolves major conflicts between and among operating entities of the Division.
7. Develops, implements, and maintains reporting systems for purpose of management controls and other required reports.
8. Develops and maintains inter-department and intra-department agreements.

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9. Develops and maintains working relationships with health plans, providers, federal and state authorities, community agencies, client advocacy groups and others.
10. Provides staff support services to the Medical Assistance Advisory Committee.
11. Provides staff assistance and information to the Director's Office and in handling complaints.
12. Administers the Community Long Term Care and other waiver projects.
13. Develops, implements and maintains public information programs and activities to promote and provide information on the State's medical assistance programs.

**FINANCE OFFICE**

Under the direction of the head of the Division Administrator, the Finance Office coordinates, manages, and administers the Division's fiscal and budget activities for all medical assistance programs.

**Fiscal Section**

1. Serves as the Division's principal staff resource on fiscal activities.
2. Serves as the Division's representative and liaison in fiscal matters and coordinates the Division's fiscal activities with the Department.
3. Develops, implements and maintains standard accounting procedures for the Division in accordance with State and federal accounting policies and procedures.
4. Develops, implements and maintains an accounting system for all medical assistance programs.
5. Develops, implements and maintains Division fiscal policies in accordance with state and federal policies regarding materials procurement and general contracting.

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6. Develops, implements and maintains policies and procedures for billing and collecting premiums from medical assistance recipients. Ensures billing and collection policies are consistent with federal and state laws, state rules, accounting policies, and Division program objectives.
7. Prepares billings for the collection of premiums, collects moneys, records payments to individual accounts, and reconciles balances. Recommends disenrollment of individuals if recipients fail to pay their premiums.

**Budget Section**

1. Serves as the Division's principal staff resource on budget planning, execution and monitoring. Advises and provides technical assistance to Division personnel on the preparation of program and financial plans and budget requests, variance reports, program structure, Federal revenue estimates and expenditure plans.
2. Serves as the Division's representative and liaison in budget matters and coordinates the Division's budget activities with the Department.
3. Coordinates overall budgeting for the Division by providing guidance to Division personnel regarding State and federal budgeting policies and procedures.
4. Coordinates, reviews, analyzes, evaluates and makes recommendations on the Division's multi-year program and financial budget requests, and variance reports and consolidates the Division's budget package for submittal to the Director.
5. Coordinates preparation and submittal of budget testimony to legislative committees relating to the medical assistance programs.
6. Develops and prepares budget-related reports for the Division.
7. Conducts program budget analysis and develops alternatives of resource allocations for managers and program administrators.

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**Third Party Liability Section**

1. Develops and maintains Third Party Liability (TPL) guidelines for medical assistance programs, and coordinates with, the FASD, Med-QUEST Eligibility Branch and Training Staff, and the Administrative Services Office/Benefit Payments Section on implementing any changes.
2. Conducts investigation on complaints received by the public to ensure that available TPL benefits are recovered and coordinates with the State Attorney General's Office on any fraud or abuse activities.
3. Reviews medical expenditures paid to providers for medical services rendered to DHS recipients. Contacts the recipient and determines if expenditures are related to the accident.
4. Monitors the TPL subsystem by providing sample audits of claims within the fiscal agents system and seeks changes based on those results.

**Provider Tax Section**

1. Develops and maintains audit programs for the Department's Provider Tax Program.
2. Conducts audits statewide of Acute and Long Term Care Facilities and maintains audit workpapers and documentation.
3. Develops, implements and maintains policies and procedures for collecting Provider Tax revenue for the Department.
4. Reviews and determines accuracy of tax information received on a quarterly and yearly basis. Contacts the taxpayers on any discrepancies and assess any penalties and/or interest in compliance with state laws.
5. Prepares financial reports to management regarding the collection and investment activities of the Provider Taxes.

**SYSTEM OFFICE**

1. Serves as the Division's principal staff resource on information systems planning, development, and maintenance.

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2. Directs and controls all information systems matters within the Division and coordinates activities with the Department's Information Systems Office.
3. Develops, implements and maintains Division procedures, policies, and procedures for information systems planning, development, and maintenance. Develops and issues all Division policy and procedural manuals regarding information systems planning, development, and maintenance.
4. Receives project requests, priorities requests and provides technical and project management expertise on systems projects.
5. Conducts information systems analyses and assists in the documentation of the systems requirements. Assists the users in evaluating alternative solutions.
6. Assists Division staff in contracting information systems projects. Prepares request for proposals and contracts and serves as a technical resource in monitoring the contractor and evaluating the project.
7. Modifies and/or coordinates information systems modifications. Conducts information systems tests and assists the users in information systems acceptance testing.
8. Develops and issues Advance Planning Document and Request for Proposals for procurement of information systems consulting services, computer supplies, and equipment from vendors.
9. Assists health plans on technical issues related to data transmission between the plans and the State.
10. Manages the local area network, communications equipment, hardware, and software used in the Division. Develops security guidelines consistent with the Department and ensures the Division's information systems meet existing ICSD and Department Standards.
11. Administers and coordinates the use, implementation, and monitoring of the Medicaid Management Information System (MMIS) and other automated System Performance Reviews (SPR), including Medicaid related electronic data processing system at Information System Office (ISO), Planning Office (PLNG) and the Fiscal Intermediary.

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**TRAINING OFFICE**

1. Formulates, develops, and monitors an overall training strategy for the division and coordinates the preparation of the Division's training plan.
2. Plans, develops, conducts, and/or coordinates generic and specialized staff development and training programs for the Division in accordance with existing state statutes, rules, regulations, and Department of Human Services policies and procedures. Training topics include: medical assistance determination, information systems, managed care, and other issues related to medical assistance programs.
3. Assesses training needs of Division personnel and locates resources to meet the needs.
4. Evaluates results of all Division training programs and makes changes as appropriate.
5. Advises Division personnel on relevant training and development matters.
6. Provides consultative services to supervisory and administrative staff on matters pertaining to development and conduct of training programs.
7. Serves as a clearinghouse for training information and disseminates relevant information to Division personnel.
8. Coordinates with the Policy and Program Development Office to keep abreast of current trends which will create additional training needs.
9. Gathers feedback on training programs from Division personnel and comments on additional training needs related to Division operations.

**POLICY AND PROGRAM DEVELOPMENT OFFICE**

This office is responsible for providing staff support and assistance to the Division in the establishment and maintenance of short and long-term goals and objectives, policies related to medical assistance programs, and new programs.

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CLERICAL SUPPORT

Provides stenographic, clerical, and typing services for all segments of the organization.

PLANNING AND PROGRAM EVALUATION STAFF

Under the general direction of the head of the office, the Planning and Program Evaluation Staff is responsible for identifying, developing, evaluating and revising medical assistance programs. The Staff also develops strategies and action plans for new programs.

1. Translates the mission or purpose of the Division's programs into long-range plans, operational plans and objectives, and measures of effectiveness. Recommends priorities. Periodically reviews the Division's plans and measures of effectiveness and makes adjustments as necessary.
2. Formulates plans and strategies including contingency plans and strategies to achieve established objectives within the allocated resources.
3. Monitors and analyzes county, state, and federal legislation to identify new program requirements. Formulates strategies and action plans for implementing new program requirements.
4. Researches, plans, develops, and implements new and innovative medical assistance programs. Coordinates with public and private organizations with varying types of medical assistance programs servicing the same target population. Coordinates with appropriate organizations to obtain funding for the new and innovative programs.
5. Recommends policy and administrative changes which would provide for greater simplicity, equity, and cost effectiveness of programs in achieving objectives.
6. Develops a performance reporting system to monitor and evaluate medical assistance programs. Assesses the effectiveness of ongoing programs and conformance to plans, policies and standards by reviewing progress reports, statistical reports, conducting field studies, and planned onsite formal reviews. Develops corrective action plans.
7. Reviews the rules and regulations implemented under medical assistance programs to assure compliance with Federal and

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State regulations.

8. Identifies and applies for federal grant monies and other sources of funding.
9. Provides input and technical assistance for preparing non-budget legislative testimony relating to the medical assistance programs. Prepares legislative testimony for the Division Administrator and testifies before the legislature when necessary.
10. Maintains a schedule of legislative hearings and informs and reminds staff of hearings.
11. Provides program input to the Department's automated information system relative to the overall Medical Assistance Programs.
12. Coordinates with the Financial Analysis Section in planning, developing and implementing internal and external cost containment measures.
13. Submits statistical data, program performance reports, and other management reports relative medical assistance to the appropriate segments of the Department.

**POLICY DEVELOPMENT STAFF**

Under the general direction of the head of the office, the Policy Development Staff is responsible for developing Division Policies related to medical assistance programs. The Staff develops, maintains and amends the State Medicaid Plan, rules, and Division procedures.

1. Develops and maintains the State Medicaid Plan as required by Title XIX of the Social Security Act.
2. Develops and maintains statewide eligibility requirements for medical assistance programs.
3. Coordinates the rules development and promulgation functions of the various programs of the Division.
4. Develops, monitors, and evaluates interagency agreements with other state agencies and programs.
5. Writes, amends, and repeals Division's rules and regulations

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in conformance with requirements of the Hawaii Administrative Procedures Act. Responds to written testimony provided at public hearings when written responds is requested.

6. Assists the Attorney General's Office in preparing replies to court suits filed against the medical assistance programs. Answers depositions and interrogatories filed in court suits. Prepares and signs affidavits which state the Division's position in court suits.
7. Assists line staff to defend the Division's decision to reduce or terminate medical assistance when the Division's decision is appealed.
8. Develops and implements policies and procedures governing medical assistance for state and county pensioners under Chapter 346 and Section 88-4, HRS.
9. Coordinates eligibility policy and procedural interpretations, training and technical assistance, and other field services with the Food Stamp and Financial Assistance Programs.
10. Develops, implements, and evaluates reimbursement regulations, methodologies, rates for health care services, supplies and equipment purchased on behalf of Medicaid recipients.
11. Coordinates with other Division segments to gather relevant data to facilitate the establishment of Division policies.
12. Coordinates with community organizations and groups to interpret program and Division rules and develop policies based on them.
13. Coordinates with federal representatives who provide consultation and interpretation of federal regulations and rules.

**ELIGIBILITY BRANCH**

Under the direction of the Med-QUEST Division Administrator, the Eligibility Branch is responsible for implementing the statewide program for eligibility determination and program enrollment related to the State's medical assistance programs.

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ELIGIBILITY HOTLINE OFFICE

1. Operates an eligibility hotline to answer questions relating to eligibility, benefits and coverage.
2. Answers questions from health care facilities related to the coverage status of individuals within the medical assistance programs.
3. Serves as a resource of information for individuals interested in applying for medical assistance.
4. Refers callers as necessary, to the appropriate source of information or assistance.
5. Coordinates with other governmental agencies to assure appropriateness of referrals.

EAST HAWAII, WEST HAWAII, MAUI, KAUAI SECTIONS

1. Evaluates individual cases to determine initial and on-going medical eligibility.
2. Enrolls eligible individuals in the QUEST program.
3. Interviews applicants and obtains eligibility information and assists in the completion of the required forms.
4. Maintains member, Medicare and TPL files.
5. Reviews and determines cases for disability application and on-going need for disability eligibility.
6. Provides educational and informational sessions to the public related to the various medical assistance programs. Encourages prospective applicants to initiate the application process.
7. Resolves member problems related to changing health plans. Directs member problems related to access to care or quality of care to the Medical Standards Compliance Section. Assists in the filing of recipient grievances.
8. Investigates the eligibility status of recipients who appear to be ineligible for the medical assistance programs in accordance with established policies and procedures and the applicant's right to confidentiality.

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